

State of Hawaii
Department of Human Services
Benefit, Employment & Support Services Division
Supplemental Nutrition Assistance Program Office

Request for Proposals

RFP# HMS-237-09-01-OM

**SUPPLEMENTAL NUTRITION
ASSISTANCE PROGRAM
EMPLOYMENT AND TRAINING
(SNAP E&T)
ON OAHU AND MAUI**

April 20, 2009

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



LILLIAN B. KOLLER
DIRECTOR
HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96809

April 20, 2009

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director *LBK*

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – EMPLOYMENT COUNSELING FOR
THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT
AND TRAINING (SNAP E&T) – OAHU AND MAUI (HMS-237-09-01-OM)**

The Department is seeking to purchase the service listed above and further described in the attached RFP that provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An Informational meeting is scheduled for on Thursday, April 30, 2009, 9:00 to 11:00 AM at Haseko Center, 820 Mililani Street, Suite 615, Honolulu, Hawaii, 96813. For more information, please call Pamela Higa at 586-5728. The Department's Program staff will be present at the informational session to review the RFP requirements and address any questions you may have. In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or mailed to the DHS/BESSD/SNAP, Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813.
2. Proposals no later than 4:30 p.m., Wednesday, May 22, 2009.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE (1) ORIGINAL AND THREE (3) COPIES OF THE PROPOSAL ARE REQUIRED

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **May 22, 2009** and received by the state purchasing agency no later than 10 days from the submittal deadline.

All Mail-ins

Department of Human Services
Benefit, Employment & Support Services Division
Employment & Child Care Program Office
Haseko Center
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Pamela Higa
Phone: (808) 586-5728
Fax: (808) 586-5744
Email: phiga@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), May 22, 2009**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **May 22, 2009**.

Drop-off Sites

Department of Human Services
Benefit, Employment & Support Services Division
Supplemental Nutrition Assistance Program Office
Haseko Center
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Attn: Pamela Higa

April 20, 2009

REQUEST FOR PROPOSALS

EMPLOYMENT AND TRAINING (E&T) PROGRAM RFP No. HMS-237-09-01-OM

The State of Hawaii, Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD) is seeking to procure services to provide Employment and Training (E&T) services to individuals who receive benefits through the Supplemental Nutrition Assistance Program (SNAP), formerly known as the "Food Stamp Program," on the islands of Oahu and Maui.

Description of the Service: The E&T Program assists SNAP recipients by providing access to employment and training services in order to meet federal requirements for continued SNAP benefits. The E&T Program provides the following types of services: assessments, employability plan development, employment counseling, job development, job placement, work experience, and provision of supportive services.

All proposals must conform to the format and instructions provided in the Request for Proposals (RFP) #HMS-237-09-01-OM information packet. Beginning Monday, April 20, 2009 packets will be available at the following locations:

Oahu:
Haseko Center, 820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

Maui:
1955 Main St., Suite 325
Wailuku, Maui 96793

Please hold all questions relative to the proposal for the orientation session. The orientation session will be conducted on Thursday, April 30, 2009, from 9:00am to 11:00am at the following location.

Haseko Center, 820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

All prospective applicants are encouraged to attend the orientation. The deadline for submission of written questions is 4:00pm, May 8, 2009. All written questions will receive a written response from the State by May 15, 2009.

Inquiries regarding this RFP should be directed to the RFP Contact Person, Pamela Higa, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, or may be made by telephone to (808) 586-5728 or fax (808) 586-5744.

Lillian B. Koller,
Director

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	04/20/09
Distribution of RFP	04/20/09
RFP orientation session	04/30/09
Closing date for submission of written questions for written responses	05/08/09
State purchasing agency's response to applicants' written questions	05/15/09
Discussions with applicant prior to proposal submittal deadline (optional)	04/20/09 – 05/22/09
Proposal submittal deadline	05/22/09
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	05/25/09 – 06/08/09
Provider selection	Week of 06/08/09
Notice of statement of findings and decision	Week of 06/08/09
Contract start date	Upon contract execution

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11 Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, State of Hawaii
Benefit, Employment & Support Services Division
Haseko Center, 820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Phone: (808) 586-5728
Fax: (808) 586-5744
Email: phiga@dhs.hawaii.gov

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: April 30, 2009 **Time:** 9:00 A.M.
Location: 820 Mililani St., Suite 615, Honolulu, Hawaii 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and

may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: May 8, 2009 **Time:** 4:30 P.M. HST

State agency responses to applicant written questions will be provided by:

Date: May, 15, 2009

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
- **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides

the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Proposals shall be sent in hard copy form only.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the

applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller	Name: Edwin Igarashi
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96813	Mailing Address: P.O. Box 339 Honolulu, HI 96813
Business Address: 1390 Miller Street Honolulu, HI 96813	Business Address: 1390 Miller Street Honolulu, HI 96813

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The purpose of the Supplemental Nutrition Assistance Program Employment and Training Program (SNAP E&T), formerly known as the Food Stamp Employment & Training Program (FSE&T), is to assist participants in obtaining employment. Services may include, but are not limited to assessment, employability plan development, employment counseling, job development, job placement, work experience and provision of supportive services, and monitoring and tracking of clients until they exit from the program.

B. Planning activities conducted in preparation for this RFP

Planning activities conducted include a Request For Information (RFI) and evaluation of current services provided.

C. Description of the goals of the service

The goal of the program is to serve active clients and to place them into countable federally defined work activities.

D. Description of the target population to be served

The population to be served is the able bodied adults without dependents (ABAWDs), non-exempt work registrants and volunteers who receive SNAP payments.

E. Geographic coverage of service

Oahu:

The contractor will be required to serve the eligible SNAP recipients throughout the island of Oahu, census tracts 1-113.99. The unit/office location is expected to be in the Aiea area. The Department of Human Services reserves the right to change census tract designations after affording the contractor 30 days notice.

Maui:

The contractor will be required to serve the eligible SNAP recipients throughout the island of Maui, census tracts 307, 309-313. The Department of Human Services reserves the right to change census tract designations after affording the contractor 30 days notice.

F. Probable funding amounts, source, and period of availability

This contract is expected to be State and/or Federally funded. The maximum amount of funding for this contract for a twelve month period beginning on, and including, 7/1/2009 up through and including 6/30/2010 is expected to be as follows:

Oahu: \$492,753
Maui: \$165,000.

The funding is expected to remain the same for each twelve-month extension thereafter. However, funding is dependent on satisfactory performance and availability of State and Federal funds.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website:
<http://hawaii.gov/spo/>

2. The applicant shall also comply with the applicable federal cost principles if awarded federal funding. The following are federal cost principles and applicable regulations which can be accessed on the federal website:

Office of Management and Budget Circular (OMB) A-122, "Cost Principles for Non-Profit Organization"

Website <http://www.whitehouse.gov/omb/circulars/a122/a122.html>

OMB Circular A-87, "Cost Principles of State, Local, and Indian Tribal Government"

Website <http://www.whitehouse.gov/omb/circulars/a087/a087-all.html>

Code of Federal Regulations

Website <http://www.access.gpo.gov/nara/cfr>

3. The applicant shall also comply with the requirements of the federal grant if awarded federal funding. Federal grant funding includes:

C.F.D.A. #10.561 State Administrative Matching Grants for the Supplemental Nutrition Assistance Program

Website <http://www.cfda.gov>

4. The applicant shall arrange for a financial and compliance audit to be done and submitted to the OYS as directed in accordance with "Government OMB Circular A-133" if Applicant expends \$500,000 or more in federal funds in a year.
5. Refund to the State any funds unexpended or expended inappropriately.

B. Secondary purchaser participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases – None.

C. Multiple or alternate proposals
(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR Section 3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

Organizations are able to submit a proposal to provide services for only Oahu, only Maui, or both Oahu and Maui.

E. Single or multi-term contracts to be awarded
(Refer to HAR Section 3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: Twelve months, July 1, 2009 to June 30, 2010

Length of each extension: Twelve months

Number of possible extensions: Four (4)

Maximum length of contract: Not to exceed June 30, 2014

The initial period of the contract shall commence on the contract start date or Notice to Proceed, whichever is earlier.

Contract extensions must be in writing and executed prior to the expiration of the current contract.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Contact person:
Pamela Higa
Phone: (808) 586-5728
Fax: (808) 586-5744
Email: phiga@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The department intends to procure employment and training services for SNAP recipients on Oahu and Maui to facilitate program participation and achievement of personal and economic self-sufficiency.

The contractor is being requested to provide the following types of services to the clients:

- 1) General Operations
 - a. Act as the department designee as described in Chapter 17-684.1, Hawaii Administrative Rules (HAR), relating to the SNAP.
 - b. Provide a scheduled initial appointment time with an Employment Counselor for each referral received.
 - c. Provide case management services described herein to participants.
 - d. Supply written materials, as needed to fulfill SNAP E&T services. Written materials may include, but shall not be limited to appointment letters, attendance reports, and report forms.
 - e. Provide forms and other materials supplied by the Department for each SNAP E&T component to each participant assigned to

that particular component, which shall clearly and in plain language explain the assignment(s), requirements, follow-up appointments and what constitutes failure to comply.

2) Intake and Registration

- a. Mail a call-in notice to the SNAP E&T participant within ten (10) calendar days from the date a SNAP E&T referral form is received at the SNAP E&T unit, giving the SNAP E&T participant a specified initial interview appointment date and time.
- b. Schedule the initial interview appointment to take place within thirty (30) calendar days from the date the SNAP E&T referral is received at the SNAP E&T unit.
- c. Registration will include completion of a Workforce Development job application form, a personal interview and an orientation to SNAP E&T services.
- d. Review the participant's rights and responsibilities in the SNAP E&T program.

3) Assessment/Employment Skills Assessment

- a. Participants entering the SNAP Employment & Training program will receive an extended assessment. The format of the assessment would be in the form of a group setting. The following skills would be measured and assessed: Self Esteem/Self-Awareness, Needs Assessment, Values Inventory, Interest Assessment, Employment and Pre-Employment Skills Assessment, and Skills Assessment (to include perceived, needed, and transferrable skills).
- b. Assist the participant in evaluating the participant's work history, vocational skills, interests, educational competencies and other personal information to be used as an assessment tool in determining the participant's needs and labor goals.
- c. Administer, as deemed appropriate, available interest tests and proficiency tests to assist in the assessment and placement process.
- d. Participants will complete 16 hours in the Employment Skills Assessment activity. On Oahu DHS currently contracts the

Employment Skills Assessment activity with City & County of Honolulu: Office of Community Services – Job Development and Training Division. Applicants for the Maui program shall propose how to offer this service, and applicants for the Oahu program shall propose a contingency plan to offer this service in the event that DHS discontinues its contract with City & County of Honolulu.

- 4) Employability Development Plan
 - a. The employability plan (EP) shall be a written document that sets forth a planned series of actions leading toward employment.
 - b. The Employment Counselor and SNAP E&T participant shall jointly develop the employability plan and mutually agree upon a realistic vocational goal that is attainable under the constraints of the SNAP E&T program.
 - c. The EP shall consist of one or a series of approved SNAP E&T components that are designed to assist the participant in achieving his/her vocational goal(s). Some of these components may include, but are not limited to job search activity, job readiness and work experience.
 - d. The EP may be modified, as deemed appropriate by the Employment Counselor, when the SNAP E&T participant's circumstances change, or if needed to facilitate securing employment.
 - e. The EP shall also set forth a timetable of when the following services will be provided: Supportive services; referral to particular SNAP E&T component or sequence of components; and job placement services.
 - f. Schedule periodic follow-up and exit appointments as required by a particular component or as deemed appropriate. The counselor shall also track their SNAP E&T participants progress to determine if they are progressing towards self-sufficiency.

- g. The Employment Counselor shall explain to the SNAP E&T participant all SNAP E&T assignments and the EP component timetable, SNAP E&T component requirements, and the consequence of failure to comply. This information shall be provided in written format to be signed by the participant.
- 5) Employment Counseling and referral for Supportive Services
 - a. Provide job-related counseling, as necessary, to assist participants in need of guidance with vocational choice, change, or adjustment.
 - b. Assist participants in making realistic vocational choices, exploring alternative fields of work, or in analyzing and understanding work-related problems which may have prevented the participant from getting or holding a job in the past.
 - c. Refer participants with any social, child care, or medical problems to the appropriate public or private community agency for assistance and resolution.
- 6) Referrals to Agencies Providing an E&T Component
 - a. Make referrals to the appropriate agency offering a SNAP E&T component which best meets the needs of the SNAP E&T participant.
 - b. Keep abreast of enrollment deadlines and openings available for each SNAP E&T component to avoid referrals which result in non-placement.
 - c. Communicate regularly with these agencies to assure that the SNAP E&T participant has been appropriately placed and is successfully fulfilling the SNAP E&T assignment.
 - d. Develop and maintain a close, positive working relationship with community SNAP E&T programs to strengthen linkages.
 - e. When a referral is made, provide the SNAP E&T participant with a fact sheet describing the component, the minimum level of participation required, and the consequence for failure to comply. This form shall be reviewed and signed by the participant to verify his/her understanding of the requirements and related responsibilities.

- f. Based on the EP, referrals shall be made to one, or preferably, to a predetermined series of approved components offered by authorized community agencies.
- g. When referrals are made, a fact sheet describing the component, the minimum level of participation required and the consequence for failure to comply shall be provided to each participant. This form must be reviewed and signed by the participant to verify his/her understanding of the component requirements.
- h. Develop a system whereby each cooperating agency will regularly report enrollments, terminations, and incidents of non-compliance.
- i. Maintain a control log for each cooperating agency to identify the number of training slots available. Effort should be made to place the maximum number possible in available, free-of-charge community resources.

7) Provisional of Minimum Services and Activities

At a minimum, the following services and activities are expected of the contractor in relationship to each component:

- a. Job Search
 - I. Manage and administer the eight week individual job search component on Oahu and Maui.
 - ii. Assign those participants that have been assessed as the most job ready or who have completed another SNAP E&T component and are now ready to job search.
 - iii. Assign the participant to no more than two, eight week job search periods in any period of twelve consecutive months of food stamp eligibility.
 - iv. Require a minimum of 24 contacts with prospective employers per eight week job search period.
 - v. Schedule follow-up interviews to monitor compliance with job search requirements and assist the participant in conducting his or her job search, providing job leads and referrals as appropriate.

- vi. Participants shall be required to keep a written record of job contacts which the Employment Counselor shall validate, if questionable, by contacting a number of employers listed as job contacts on the report.

- * ABAWD participants may utilize this activity as a supplement to another activity. Activity hours for ABAWDs in this component shall not exceed 20% of the total participation per week (4 hours per week or a total of 16 hours per month).

- b. Basic Education

Assign the least employable ABAWD and non-ABAWD participants to this component who, based on educational information or testing scores, may benefit from the following types of instruction:

- I. Remedial education for participants who lack basic literacy in reading and/or math;
- ii. GED preparation for participants who possess basic literacy, but lack a high school diploma or equivalency;
- iii. English as a second language for participants who lack sufficient English language skills needed to benefit from job search or training services; and
- iv. Basic business skills training for those participants that need refresher training in business courses such as, but not limited to, typing, ten-key calculator, or accounting.
- v. Participants will be required to attend a minimum of twelve (12) hours per month of classroom instruction for four (4) months.
- vi. Depending on the course of study, classes may run from six to twelve weeks with both day and evening courses available.

- * Schools and agencies that may be used as basic education component providers shall offer structured educational programs of at least twenty-four (24) hours duration in a two month period, with clearly defined curriculums in one or more of the content areas

described above, including but not limited to, DOE Adult Education and the community colleges.

c. Vocational Training

This activity is designed to be a combined classroom education and on-the-job skills training program in selected vocational areas. Examples include carpentry, auto-mechanics, office technology, and baking. The classroom instruction will provide the participant with the basic principles of the vocation and the practicum portion of the training will provide the participant with the necessary “hands-on” experience.

- I. Vocational training shall mean trade, vocational, or technical education courses taught by a school licensed by the department of education under HRS chapter 300 or courses to train or educate a participant to engage in a profession, occupation, or vocation which are provided by a school registered by a professional, occupational, or vocational regulatory board or a commission administratively under the Department of Commerce and Consumer Affairs (DCCA).
- ii. The vocational training will entail 24 to 45 hour short courses of instruction or 20 to 30 hours per week full-time. The participation in this component shall not exceed seven months duration.
- iii. The target population for referral to the vocational training component shall be those participants with little or no work experience or marketable skills and for whom the desired vocational training is either not offered by a community SNAP E&T agency or was turned down by the community SNAP E&T agency for services.

d. Work Experience

This is considered a work component as the training and practicum is provided by private non-profit agencies and/or public agencies. Participants are “matched” as closely as possible to their area of vocational interest. All activities/tasks are closely monitored and evaluated by the designated supervisor of the Work Experience site.

This is unsalaried job training conducted at a clearly defined, well-supervised work site. Participants in WE will have the ability to develop basic work habits, acquire on-the-job experience, and demonstrate skills to a prospective employer.

- i. The contractor shall manage and administer the work experience (WE) component, which is described as an unsalaried job training at a clearly defined, well-supervised work site. The SNAP E&T participant will be able to gain valuable work experience and become familiar with a working routine.
- ii. Participants in WE shall have the opportunity to develop basic work habits, acquire on-the-job experience and demonstrate skills to a prospective employer.
- iii. Participants assigned to WE shall usually possess job skills through training or experience, but need practice or reassurance before entering or reentering the labor market.
- iv. The contractor shall develop acceptable work sites meeting the following criteria:
 - (a) The work sites must be located within either public agencies or private non-profit organizations.
 - (b) The work sites must provide adequate supervision and instruction regarding duties and work activity.
 - (c) The duties to be performed must be at the training or entry level.
 - (d) The duties must be in addition to those performed by regular workers and participants can only be used to supplement, not supplant, regular workers.

- (e) For assignments where regular employees are members of a bargaining unit, the assignment shall not prevent or delay the filling of vacant positions or the recall of laid-off workers.
 - (f) The duties performed must not be related to political, partisan, or religious activities.
 - (g) The work sites must be willing to consider the participant for any job openings occurring at the site.
 - (h) Participants shall not be assigned to jobs that involve the operation of motor vehicles. This applies to any vehicle, including the participant's personal vehicle.
- v. The WE participant shall be assigned for period not to exceed thirteen (13) weeks, four (4) hours per day, Monday through Friday. The contractor may request an extension by submitting a written explanation to the DHS-BESSD.

e. Post-Employment

This is considered a work component, as a SNAP E&T participant working at or less than 30 hours a week would have been earning a wage, either hourly pay or salary prior to component placement. All activities/tasks are closely monitored and evaluated by the E&T staff.

This component is for participants that have been successful in other components under the E&T Plan, such as employment skills assessment and independent job search so that the participant has been able to secure employment. However, participants may experience difficulties with transitioning from non-employment to employment, or the hours of employment are not enough to exempt the participant from the work requirement, and the income is not enough to allow the participant to be self-sufficient. Services provided under this component will assist the participant to maintain the hours of employment they do have through mentoring and intervention if crises related to work participation occur. However, the main service to be provided under this component is to assist the participant in increasing the hours of work through further skills assessment and job skills training as described in other

components of the SNAP E&T Program until they are stabilized in their employment or they meet the 30 hours per week at federal minimum wage and are determined exempt from the work requirement.

f. Self-Employment

This is considered a training component, as the participant will be provided training to be a proprietor of a business. A participant will receive entrepreneurial education and information by attending informational sessions via referral by their Case Manager/Employment Counselor/ or by attending an informational session arranged and/or coordinated by the SNAP E&T Unit staff.

The participant shall have a product or service to sell. The SNAP E&T staff will conduct interviews and assess whether the participant's business would be a viable one. The assessment would include the product/service, target population, projected expenditures and revenues, and record keeping marketing skills and commitment level.

In addition, the participant will be required to provide verifiable documentation of business activity. Items such as, a General Excise Tax License, bookkeeping records, receipts and invoices for expenses and revenues. A minimum of 20 hours per week is required for all participants engaging in this activity.

g. Job Placement/Job Development

- i. Provide individualized job placement services.
- ii. Make job development contacts with potential employers to secure interviews for selected participants.
- iii. Develop a positive relationship with potential employers to promote and solicit employment opportunities for program participants.

h. Community SNAP E&T Programs

- i. Establish a listing for Oahu and Maui of other agencies that offer free-of-charge employment and training services that entail a minimum of twenty-four (24)

hours of activity to be performed by the participant in a two-month period.

- ii. Establish referral guidelines outlining agency requirements to enable employment counselors to make appropriate referrals to agencies that have specific recruitment of program requirements.
- iii. Refer SNAP E&T participants who require vocational training to become employable to this component.

i. Participation in SNAP E&T

Participants served will be expected to participate in a minimum of 20 hours per week, for a total of 80 hours per month for ABAWDS and 10 hours per week, for a total of 40 hours per week for Non-ABAWDS, in any of the components or combination thereof that are considered as work components. The following are considered work components:

- i. Employment
- ii. Self-Employment
- iii. Work Experience
- iv. Vocational Training

Please note that certain component activities other than those enumerated above may be considered, in part, to satisfy the work requirement.

j. Participant Reimbursement

Verify the participant's attendance in training or performance of job search requirements prior to issuing a reimbursement.

- i. Child Care: The maximum amount allowable is \$160.00 per month, per child. This allowance shall only be authorized for non-ABAWDs.
- ii. Transportation and Other Costs:
 - 1) Assessment, Employment Skills Assessment, Independent Job Search, and Job Search Skills Training: The transportation and other costs shall not exceed \$40.00 per month.
 - 2) Education: The transportation and other costs shall not exceed \$40.00 per month.

- 3) Vocational Skills Training: The transportation and other costs shall not exceed \$40.00 per month. The Employment Counselor may authorize financial assistance up to \$750.00 from the DHS in tuition and other costs (e.g. supplies, tools, books, manuals, etc.) of attending vocational training at Community Colleges and/or private institutions statewide. Please note that the participants must exhaust all the available loans, grants, and other financial assistance before seeking financial assistance from DHS. The Employment Counselor may allow the following courses in accordance with the EP developed in consultation with the participant: computing, electronics, networking technology, television repair, auto body repair and painting, carpentry, diesel mechanics, welding, boat maintenance and repair, etc.
- 4) Work Experience: The transportation and other costs shall not exceed \$50.00 per month.
- 5) Employment: The transportation and other costs shall not exceed \$45.00 per month.
- 6) Self-Employment: The transportation and other costs shall not exceed \$45.00 per month.
- * Participant reimbursements are subject to the availability of funds and are subject to change at any time.

k. Monitoring

- i. Monitor the participant's progress in the SNAP E&T component to ensure that the participant is adhering to the minimum level of participation (satisfactory progress and attendance) established for that particular component.
- ii. Contacts with participants shall be maintained at least once monthly, either by telephone or in person, whichever is deemed more appropriate for a particular assigned component.

- iii. Conduct on-site follow-up contacts at training facilities, if necessary, to provide additional motivational support or to assist with resolving identified problems.
- iv. Participate in case conferences with participants, instructors or other agency staff regarding a participant's progress or problems in training, as deemed appropriate.
- v. Report to the EW any changes in a participant's situation which may affect work registration or SNAP E&T status within five (5) working days of the date the change becomes known.
- vi. Determine good cause, according to DHS guidelines, for participants who fail to comply with SNAP E&T requirements.
- vii. Notify the EW of participants who fail to comply with an E&T requirement within the thirty (30) day conciliation period.
- viii. Notify the EW to rescind a noncompliance report sent earlier when information becomes known to E&T that noncompliance was for good cause.
- ix. Notify the EW within five (5) working days when a participant completes a prescribed remedial action for his/her act of noncompliance during the disqualification period.
- x. Participate in administrative hearings conducted by DHS by telephone or in person, as deemed necessary by the administrative hearing officer.

I. Conciliation

- i. Establish a conciliation process according to DHS requirements to resolve disputes that result when a SNAP E&T participant fails or refuses to comply with a SNAP E&T program requirement.

m. Termination

Participants will be terminated from the SNAP E&T program when:

- i. Employed at least thirty (30) hours per week and earning not less than the hourly federal minimum wage rate or when working less than thirty (30) hours per week, but earning weekly income equal or greater than thirty (30) hours multiplied by the hourly federal minimum wage;
- ii. Information is received from DHS that the participant is no longer receiving food stamps or is now exempt;
- iii. A voluntary participant is no longer interested in SNAP E&T services;
- iv. Thirty (30) calendar days after a report of noncompliance has been sent to DHS and no response has been received; or

n. Employment Counselors

- i. Assist the participant in evaluating the participant's interests, skills, and work history to be used as an assessment tool in determining the participant's needs and labor goals.
- ii. Develop an EP for the participant, utilizing SNAP E&T components that will lead promptly into unsubsidized employment.
- iii. Explain to the participant the SNAP E&T assignments, SNAP E&T component requirements, and the consequence of failure to comply. Provide this information in written format to be signed by the participant.
- iv. Schedule initial, follow-up and end appointments as required by a particular component or as deemed necessary.
- v. Provide job search counseling.

- vi. Refer participants for support services as needed.
- vii. Refer participants to job openings as appropriate.
- viii. Report to the EW any changes in the participant's status which may affect work registration or SNAP E&T mandatory status within five (5) working days of the date the change becomes known.
- ix. Determine good cause, according to DHS guidelines, for participants who fail to comply with SNAP E&T requirements.
- x. Notify the EW of participants who fail to comply with SNAP E&T requirements without good cause.
- xi. Notify the EW to rescind an earlier noncompliance report when information becomes known to the employment counselor that noncompliance was for good cause.
- xii. Notify the EW when a participant completes a prescribed remedial action for his/her act of noncompliance during a disqualifications period.
- xiii. Prepare administrative hearing Branch Reports and participate, as requested, in administrative hearings conducted by DHS.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The contractor shall maintain as a minimum, the following staff on both Oahu and Maui:

One (1) full-time unit supervisor, one (1) office assistant, and a sufficient number of Employment Counselors to adequately service the referred population per island. In 2008, the number of clients serviced by E&T on Oahu was 1,195 and on Maui the number was 182.

The contractor may propose an alternative plan of hiring staff to suit their proposed model of service delivery.

2. Administrative

- a. Hours of operation: Normal hours of operation shall be from 7:45 a.m. to 4:30 p.m., Monday through Friday, excluding State Holidays.
- b. Division Procedures: The contractor shall follow procedures established by the Division regarding (1) support services for child care transportation, and work related expenses, (2) transitional health care and transitional child care, (3) case closures, (4) monitoring and tracking of participation, and (5) reporting of all data related to clients and client participation.

3. Quality assurance and evaluation specifications

The contract shall be evaluated based upon performance as described in section III listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

- a. Maintain a caseload of 95 SNAP E&T participants per worker.
- b. At least ninety-five percent (95%) of all participants assessed will be assigned to a component, exclusive of these individuals placed in conciliation or sanction.
- c. At least seventy-five percent (75%) of all participants assigned to a component shall successfully complete a component activity.
- d. At least fifty percent (50%) of all participants who have successfully completed a component activity will enter unsubsidized employment.

5. Experience

The contractor should have experience in case management, job counseling, job development, and working with individuals as these are the skill sets necessary for successful execution of the services.

6. Coordination of services

The contractor shall maintain and develop new working relationships with other community-based programs that can assist SNAP E&T participants in obtaining the necessary skills for employment. Coordination and

collaboration of services is essential in maximizing all available resources that will assist in the success of the participant.

7. Reporting requirements for program and fiscal data

The contractor shall submit monthly expenditure reports for the operation of the program that serve as invoices for reimbursement. The form "Subgrantees Invoice and Expenditure Report" shall be the official form used for the contractor to request reimbursement of funds for this contracted service.

Use Hawaii Automated Network for Assistance (HANA) terminals available at a designated location to enter client data and payment information. Monthly reports shall be prepared and submitted to the SNAP E&T Program Specialist. While manual reports may be submitted, the computer entries shall also serve as an official report. The contractor will not receive credit for client performance if the data are not entered into the computer system designated for use.

C. Facilities

The contractor shall provide a facility that meets ADA requirements, has a conference room big enough to provide orientation sessions to a group of participants, and is centrally located so that island residents can access it.

IV. COMPENSATION AND METHOD OF PAYMENT

The contractor shall comply with the Chapter 103F, HRS, Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website at: <http://hawaii.gov/spo/>

Cost principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and the requirements for verification and documentation. The budget amount for the operation of the project must not exceed the amount stated in the RFP. Allowable costs to operate the program are reimbursable on a monthly basis after services are rendered. The contractor shall abide by all the Federal regulations as legislated by Public Law 101-508, Omnibus Budget Reconciliation Act of 1990. Any expenditure made or authorized by the contractor which is subsequently determined by the Federal government to be unallowable shall be repaid to the State or offset against any other funds to which the contractor may be entitled.

Payments will be made monthly upon receipt and approval of the SIER and monthly report.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a listing of verifiable experience, including points of contact, addresses, email, telephone numbers, with projects or contracts for the most recent five years that are pertinent to the proposed services. Include a description of the services provided pertinent to the proposed services.

The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community by listing the current organizations and programs that they currently work with and describing the agreements that are already in place. Applicants can also list and describe organizations and programs that they plan to coordinate with in order to provide additional resources to participants in the SNAP E&T program.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the

services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

Applicants shall also describe their plans to provide services during periods of position vacancies and when staff are on extended leave.

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The detailed discussion should address, at a minimum, the following areas:

1. Proposed work flow from client intake through successful exit of the program;
2. Proposed staffing and how this will provide for adequate service to participants;
3. Transition plan that ensures continued service delivery is maintained during periods of staff shortage, transition, or turnover occurs;
4. Action plan that details how management and operations deals with customer and staff complaints;
5. Logical and succinct explanation of how previous business experiences ties in to the proposed service delivery and understanding of the clients to be serviced; and
6. Detailed plan that outlines how quality control is maintained.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The purchasing agency shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in State of Hawaii. “Cost –type” involves payment of all incurred costs within a predetermined total estimated cost.

2. Pricing Structure Based on “Cost-Plus-Fixed-Fee”

The purchasing agency shall consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling. *Please note*, however, that the Department reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the application organization, e.g. non-profit or for-profit, and that are in the best interest of the State.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205
SPO-H-205A
SPO-H-205B
SPO-H-206A
SPO-H-206B
SPO-H-206C

SPO-H-206E
SPO-H-206F
SPO-H-206H
SPO-H-206I

B. Other Financial Related Materials

Accounting System

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawaii Compliance Express.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time the SPO-H-200A is signed and filed. If applicable, please explain. Failure of full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	25 points
Service Delivery	45 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

Exclusion of any of the required documents stated in (A) (1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each item identified below per Section is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

Points

- “5” – Proposed offers excellent value to the State, exceeded minimal requirement set forth in the RFP, or demonstrated superior knowledge and/or experience.
- “4” - Proposed offers good value to the State, above minimal requirement set forth in the RFP, or demonstrated advanced knowledge and/or experience.
- “3” - Proposed offers minimal value to the State, met minimal requirement set forth in the RFP, or demonstrated minimal knowledge and/or experience.
- “2” - Proposed offers less than minimal value to the State, met less than minimal requirement set forth in the RFP, or demonstrated less than minimal knowledge and/or experience.
- “1” - Proposed offers no value to the State, did not meet requirement set forth in the RFP, or demonstrated no knowledge and/or experience.
- “0” – Nonresponsive.

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

- Demonstrated possessing experience that is relevant to the delivery of the proposed service to the clientele to be served.

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

E. Facilities

- Adequacy of facilities relative to the proposed services.

2. ***Project Organization and Staffing (30 Points)***

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. ***Staffing***

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. ***Project Organization***

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Transition Plan: Logically details transition plan that ensures continual service delivery during disruptions with staffing.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. ***Service Delivery (45 Points)***

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Describes a comprehensive program content and design.
- Demonstrates understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures.
- Demonstrates understanding of the target group to be serviced.
- Demonstrates knowledge of case documentation and case record maintenance.
- Demonstrates knowledge of handling customer service and complaints.

- Provides for public relations and community collaboration.
- Demonstrates knowledge of implementing and maintaining quality controls.

5. Financial (10 Points)

- Personnel costs are reasonable and comparable to positions in the community.
- Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal.

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website*	X	
SPO-H-205B	Section 3, RFP,	SPO Website*	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

Authorized Signature

Date

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